



MARYLAND Department of Health

Maryland SHIP Health Action Newsletter

Friday, August 3, 2018

News: 2016 Public Health Data Now Available



Image: A megaphone making an announcement from the inside of an envelope.

The State Health Improvement Process (SHIP) aims to connect you to public health data on what it means for Maryland to be healthy. SHIP is excited to announce that 2016 data is now available.

To access 2016 data, visit the [SHIP webpage here](#). Data relating to emergency department visits is not yet displayed on the website; this data is available from SHIP [upon request](#).

Webinar: Emergency Preparedness Against Infectious Diseases on Public Transit

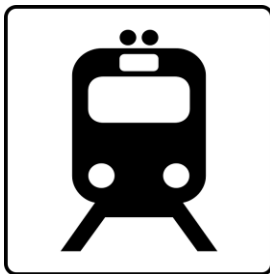


Image: Train icon.

Tuesday, Aug. 14

The Transportation Research Board will host a webinar titled, "*Emergency Preparedness Against Infectious Diseases on Public Transit*." This webinar will examine legal issues that transit agencies may face when an infectious disease epidemic arises. Discussion will also highlight the legal framework for emerging disease outbreaks and public health response, and its impact on transit agencies' planning and response efforts.

For more information about this webinar, [click here](#). Learn more about preparedness and response in Maryland by visiting the Maryland Department of Health (MDH) [Office of Preparedness and Response website here](#).

Event: Annual State Health Policy Conference



Image: The National Academy for State Health Policy (NASHP) conference logo. Text reads, "#NASHPCONF18. Shifting tides in state health policy."

Wednesday- Friday, Aug. 15 - 17

The National Academy for State Health Policy will host its 31st Annual State Health Policy Conference, and this year's theme will be "*Shifting Tides in State Health Policy*." This conference is designed for attendees to explore the most up-to-date health care developments and initiatives in the United States. Presentation topics include:

- School-based health services
- Opioid and substance abuse services
- Long-term services and supports workforce
- Oral health and primary care
- Social determinants of health
- Population health data

For more information about this conference, [click here](#).

Event: 2018 United States Conference on Acquired Immune Deficiency Syndrome (AIDS)



Image: Red HIV/AIDS awareness ribbon.

Thursday- Sunday, Sept. 6 - 9

The United States Conference on AIDS will celebrate resiliency and diversity in the fight against AIDS, and this year's theme is "*Trauma-Informed Care*." This conference intends to take a critical look at best practices through the lens of trauma-informed care as a response to the trauma that people living with human immunodeficiency virus (HIV) experience every day. Conference sessions will better equip providers to provide the best care and to keep patients engaged in care. Conference tracks will include:

- Biomedical HIV prevention
- Youth and HIV
- Opioid epidemic
- Stigma and aging
- Trauma-informed care

For more information about this conference, [click here](#). Learn more about HIV in Maryland and available resources by visiting the MDH [Infectious Diseases Bureau website here](#).

Resource: Tool to Manage and Solve Customer Complaints



Image: An icon of a customer service representative wearing a headset.

Quality improvement uses training and customer service to support continuous public health process improvement. The Public Health Foundation (PHF) works to improve public health and population health practice to support healthier communities.

One way to support healthier communities is to focus on customer service. The PHF has created a tool called the Eight Discipline Complaint Resolution Report (8D) that analyzes and assesses organizational focus on the customer and customer satisfaction. This tool provides a structure and framework for completing the analysis. The analysis and reporting process elevates the customer focus of an organization, transforming unhappy customers into opportunities for positive organization learning and improvements to the health of the community.

To learn more about the 8D tool, [click here](#). Find more information about quality improvement activities at MDH by visiting the [Office of Quality Improvement webpage here](#).

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